

**Product Number: 4217.04.15**

ARCHIVES - ASRS / AUTOMATED STORAGE AND RETRIEVAL SYSTEM

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 001
Product Manager: Ken Williams
Phone: 801.531.3840
E-mail: kenwilliams@utah.gov

The Utah State Archives employs an automated storage and retrieval system to manage and store archival records. This system was built by HK Systems located in Salt Lake City. This system comprised of two 45 foot mechanical cranes that retrieve loads of cubic foot boxes from the 1080 shelf or rack locations, controlled by a vendor-supported software operating system. These records are delivered to the History Research center for patron use and Archives' staff when requested during regular business hours.

The hours of support required for ASRS / Automated Storage and Retrieval are listed below.

Application	Support Hours	Days of Week
ASRS / Automated Storage and Retrieval	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Software	There are 3 components. The main server, two computer workstations, and two computers onboard each crane. The workstations extract inventory data from the main server. It then transmits box requests, re-files, or new box induction information to the onboard computers and back to the servicers to maintain an accurate inventory.
Hardware	Main server, two computer workstations, and 2 robotic cranes (with 2 computers onboard each).

FEATURES NOT INCLUDED	
FEATURE	EXPLANATION

RATES AND BILLING		
FEATURE	DESCRIPTION	BASE RATE
Rates for Support	Server administration and Desktop Support is covered under separate product descriptions.	See DTS Approved Rate

ORDERING AND PROVISIONING

Not applicable

DTS RESPONSIBILITIES

DTS is responsible for:

- Please refer to the Product Description for Server Administration and Desktop Support. A DTS technician is consulted when there is a problem with the workstations and connecting to the LAN.

AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Contacting vendor when problems arise other than the normal server issues taken care of by DTS. (All enhancements and maintenance are the responsibility of the vendor.)
- The hardware systems (including the robotic cranes) require maintenance. Trained individuals in Archives take care of this including replacing key components and servicing the numerous moving parts on both cranes due to regular use. There is also an annual planned maintenance done by certified HK mechanics and technicians.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	This application is vendor supported. All application functionality will be the responsibility of Archives and the vendor. From a hosting perspective any portion of the system that is supported by DTS will be available 24 / 7 x 365. It will be supported by DTS during normal Archives business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%

STATE OF UTAH/DTS

PRODUCT DESCRIPTION

Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied